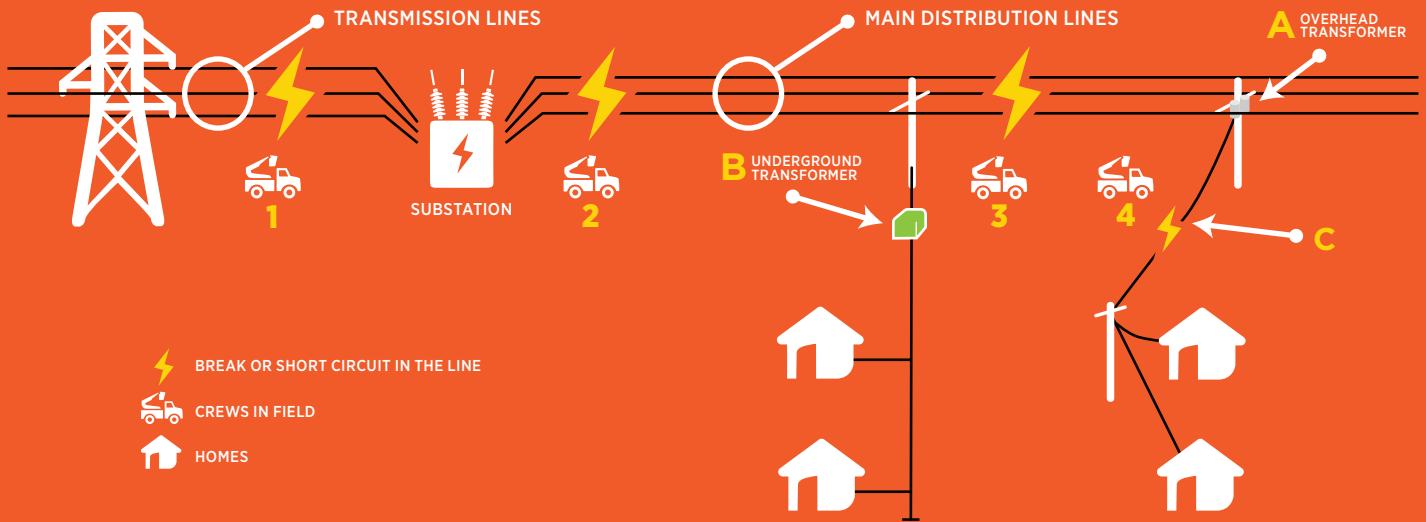




Customer Driven.  
Community Focused.™

# AUSTIN ENERGY

## How We Restore Power



- 1** Our first priority is to repair the transmission lines. Until this repair is made, power to your home can not be restored.
- 2** Repair substation equipment. This may include damaged transformers or malfunctioning circuit breakers.

- 3** Fix the main distribution lines which carries power from the substation to an overhead (A) or underground (B) transformer near your home. These repairs may include addressing broken poles, bad transformers, open fuses and switches.
- 4** Check the service line (C) that carries power from the transformer to your electric meter.

The sequence of repairs can mean that some homes may have power restored while others around them have not.

## How You Can Help as We Restore Power

If you are without power, you can help us avoid overloaded circuits and additional outages when power comes back on by:

- Turning off thermostats.
- Turning off light fixtures and unplugging any appliances.
- Only leaving on one light to indicate when the power is back on.

To report an outage visit [austinenergy.com](http://austinenergy.com) or call **512-322-9100**